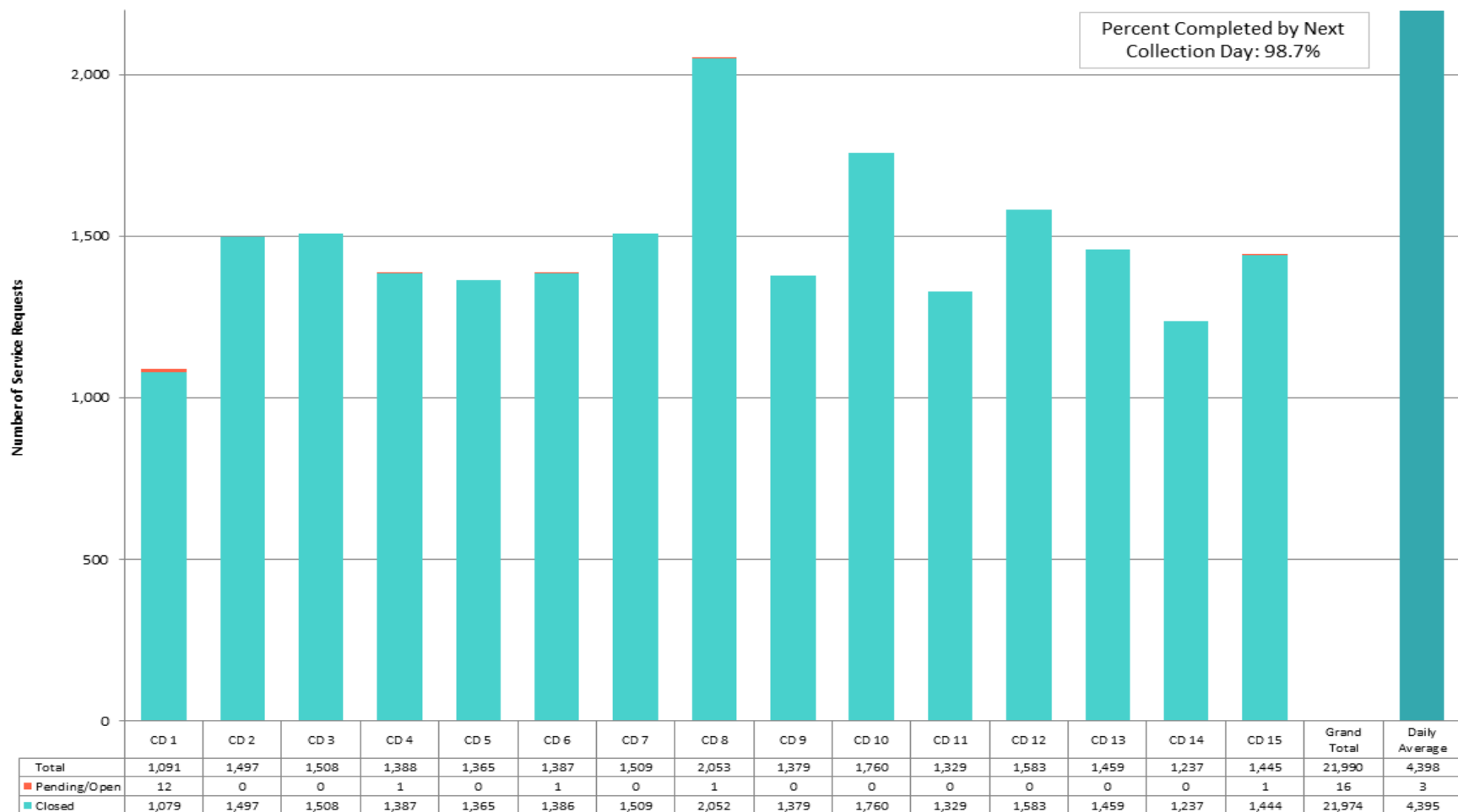
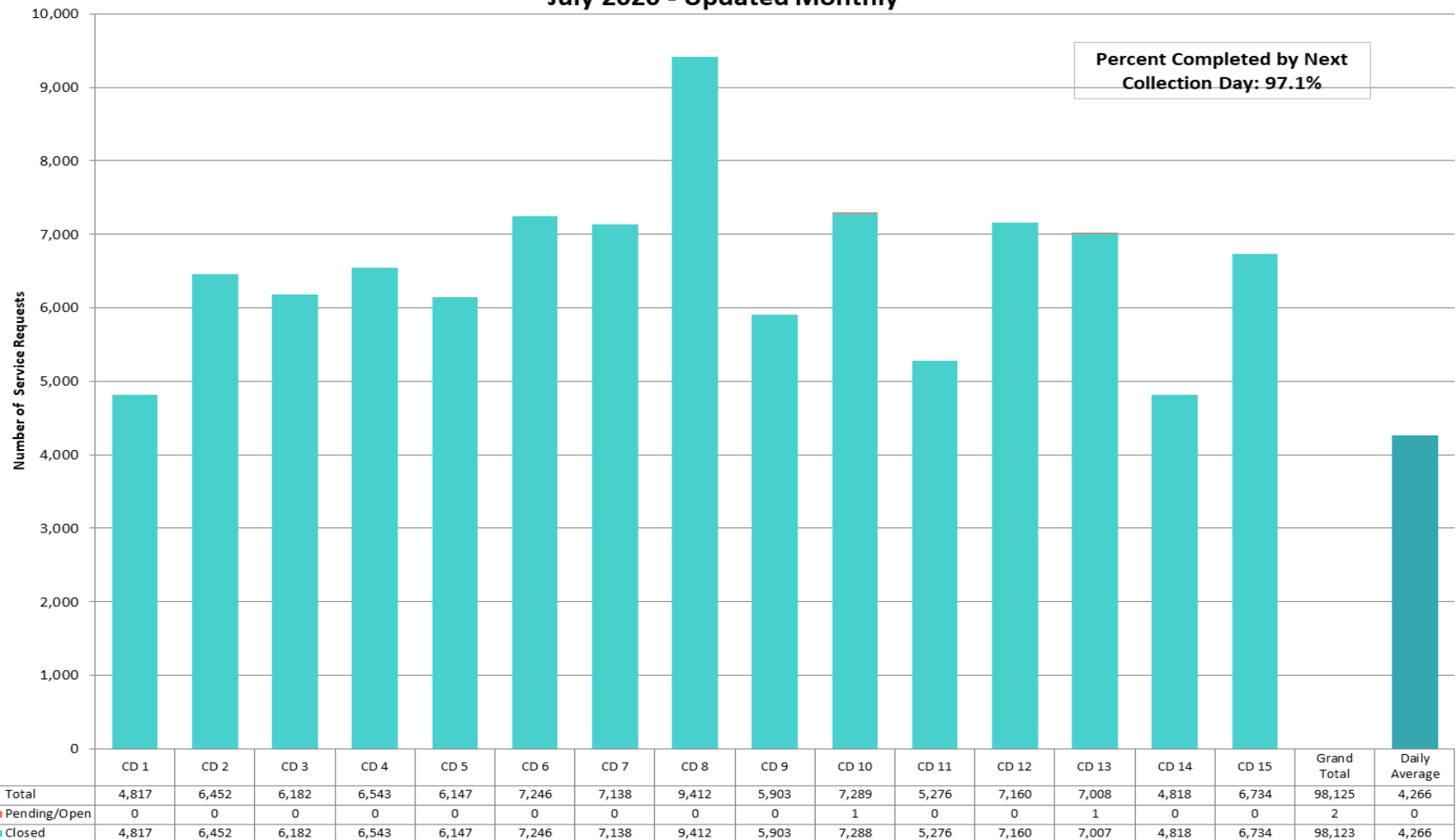


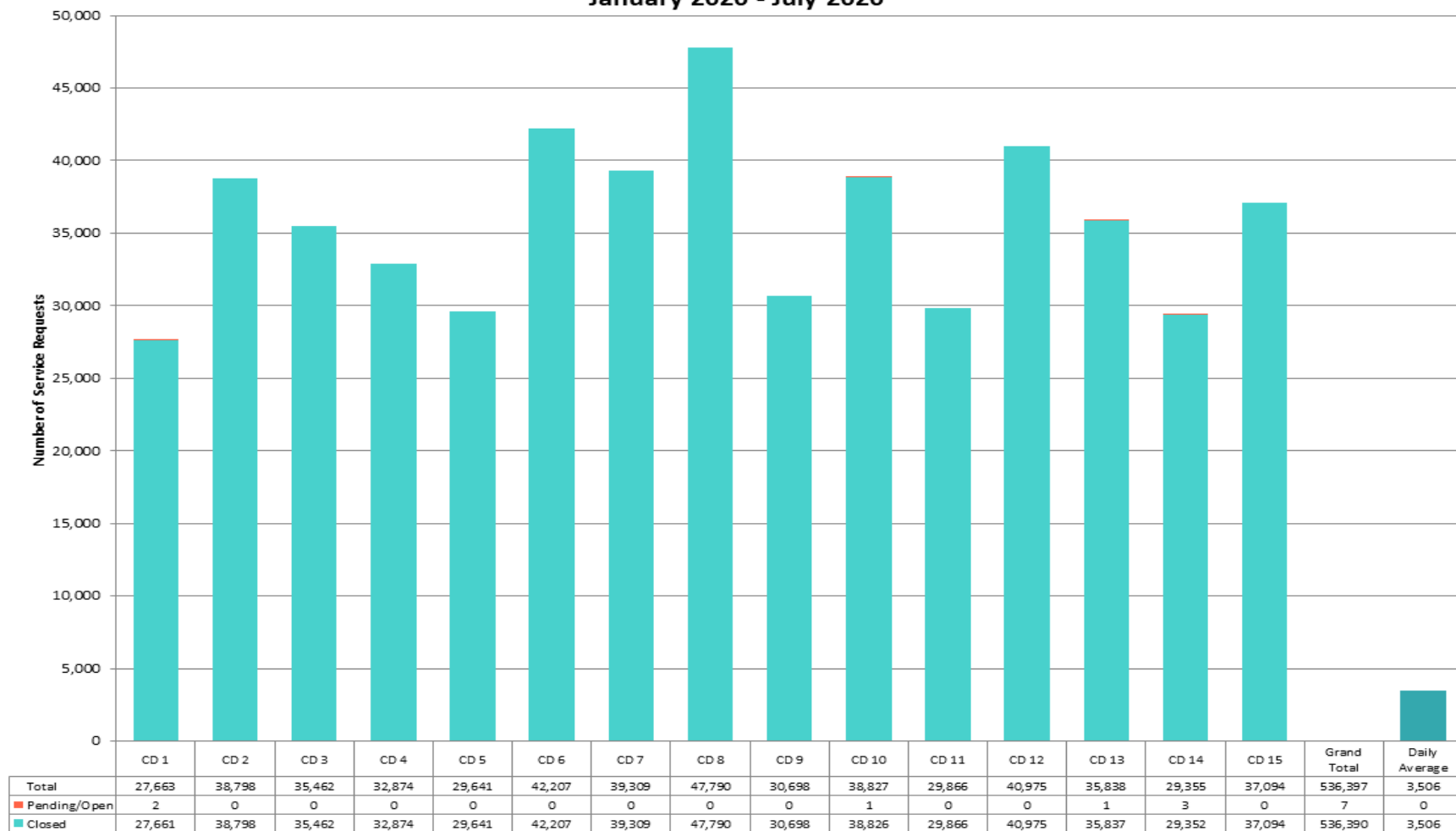
Weekly Snapshot August 02, 2020 - August 08, 2020: Bulky Item Collection Service Requests by Council District



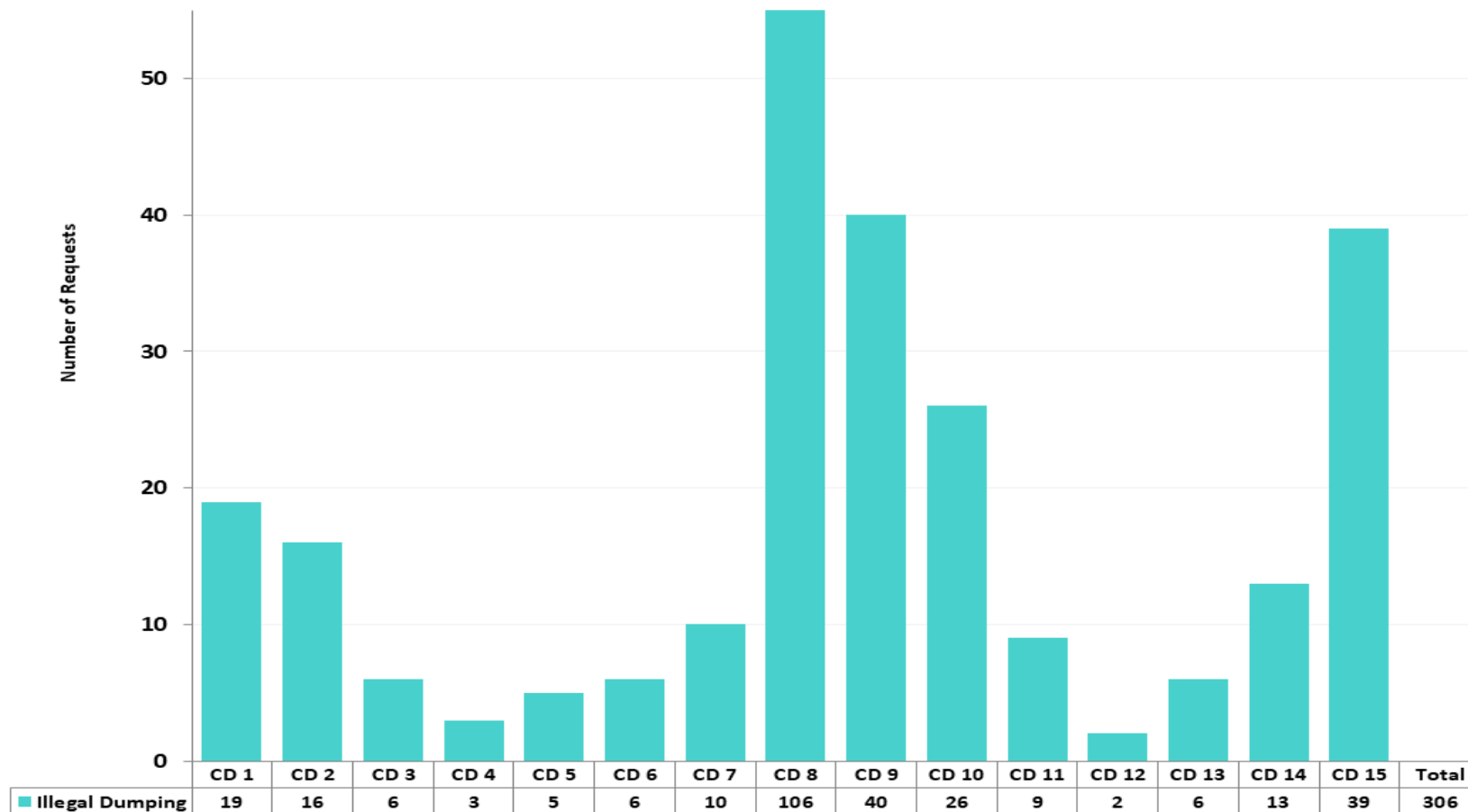
Bulky Item Collection Service Requests by Council District July 2020 - Updated Monthly



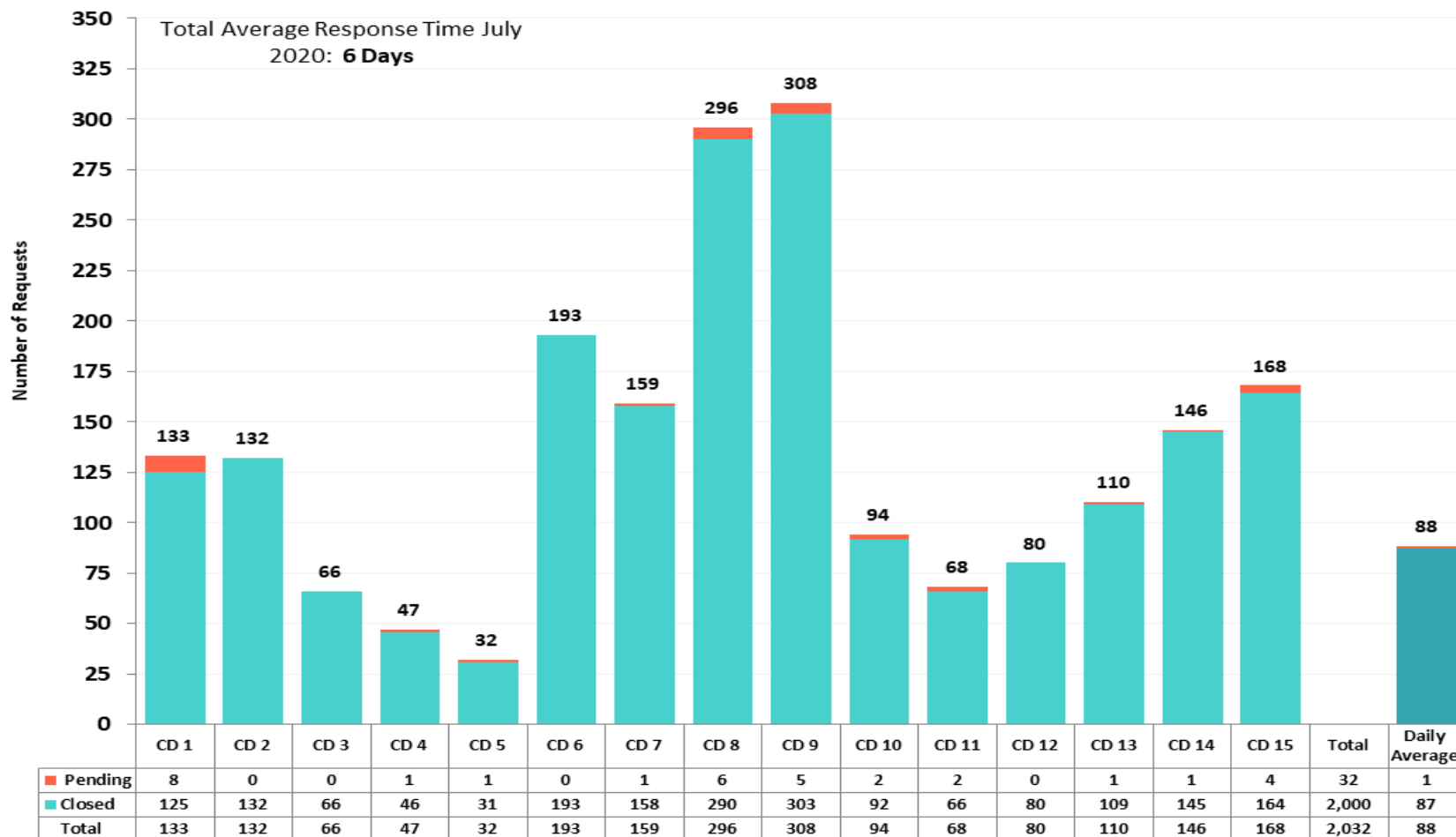
Bulky Item Collection Service Requests by Council District January 2020 - July 2020



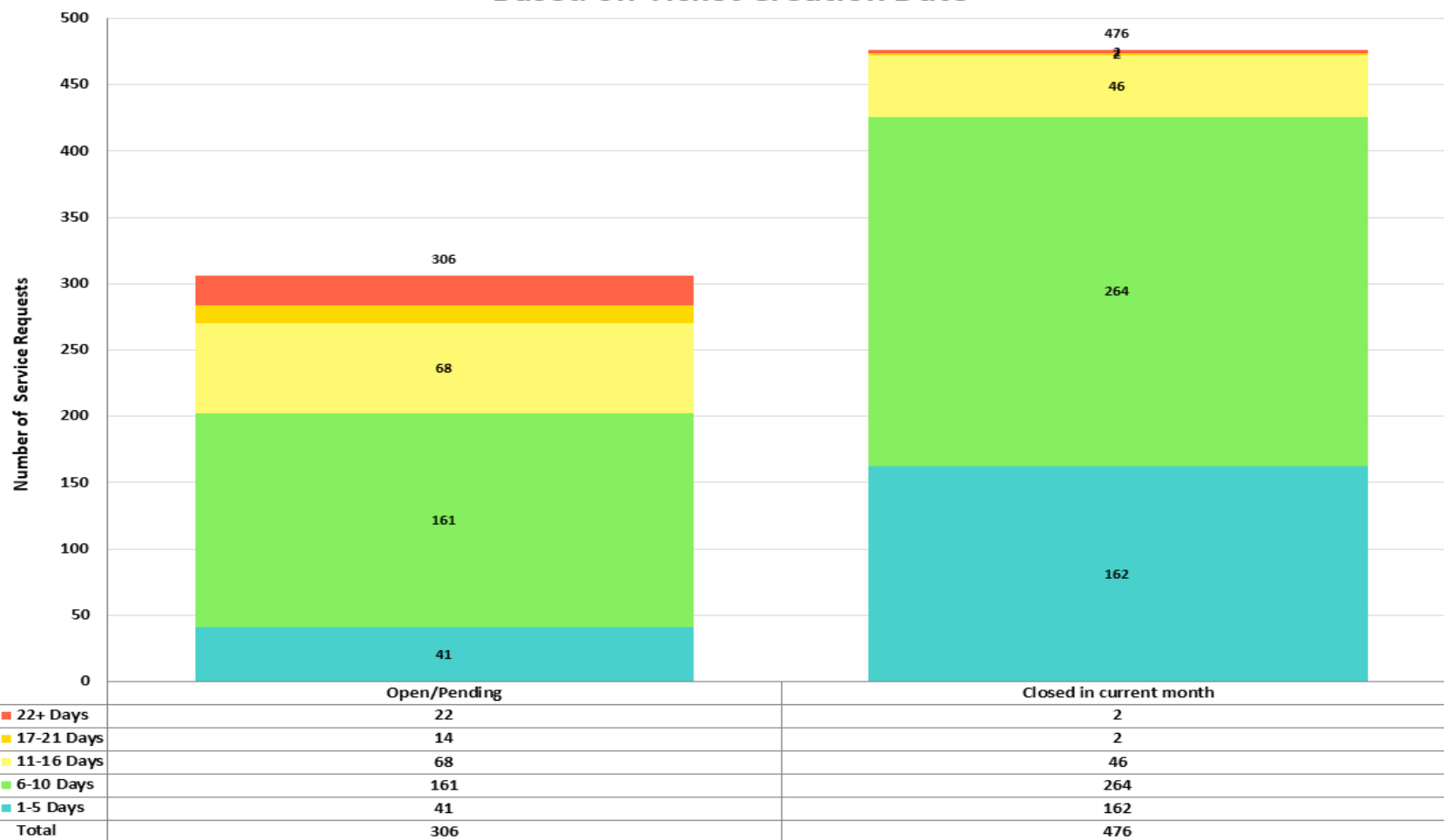
Weekly Snapshot 08/07/20: August CARE Open/Pending Illegal Dumping Service Requests by Council District



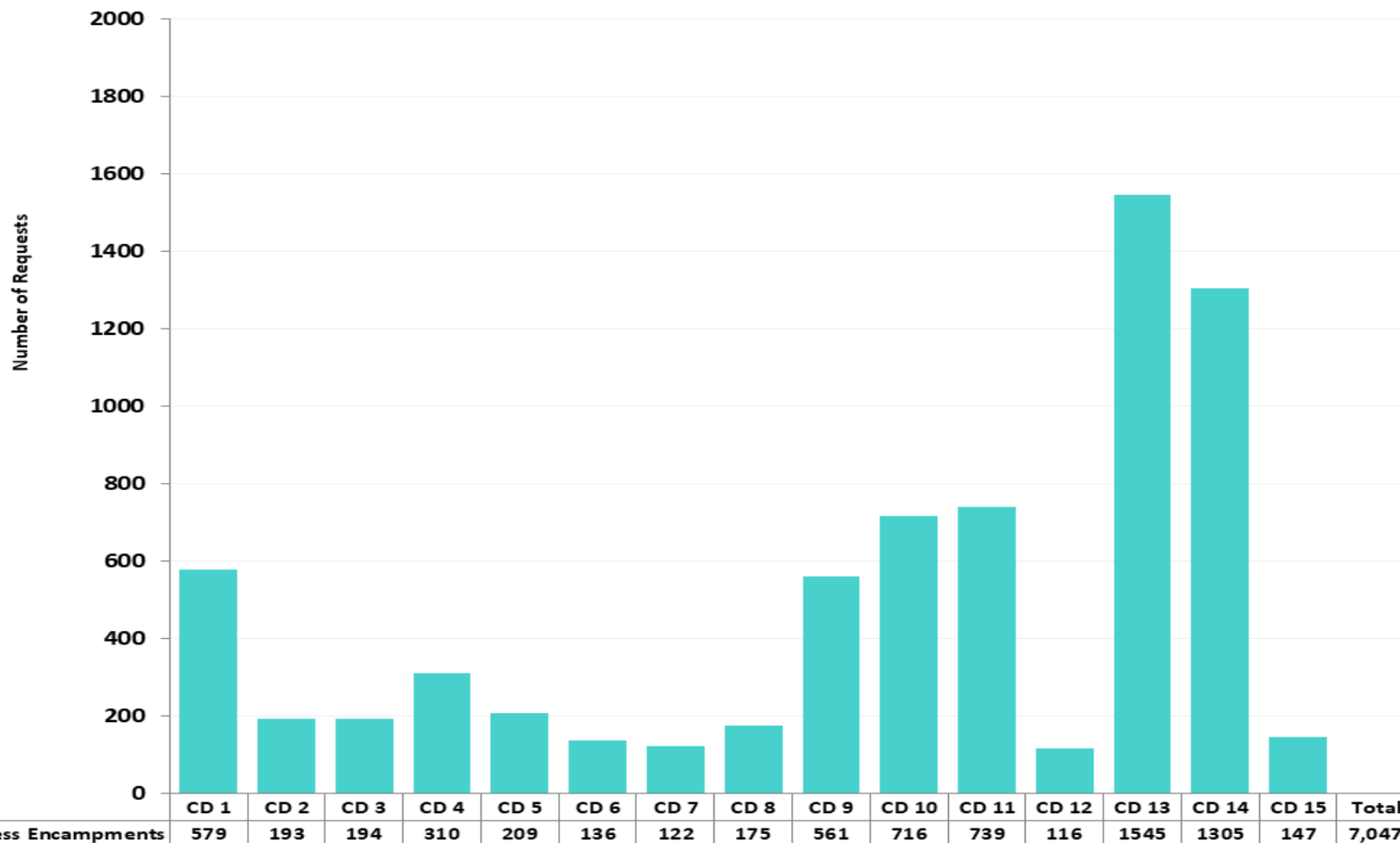
MYLA311: CARE Illegal Dumping Service Requests by Council District July 2020



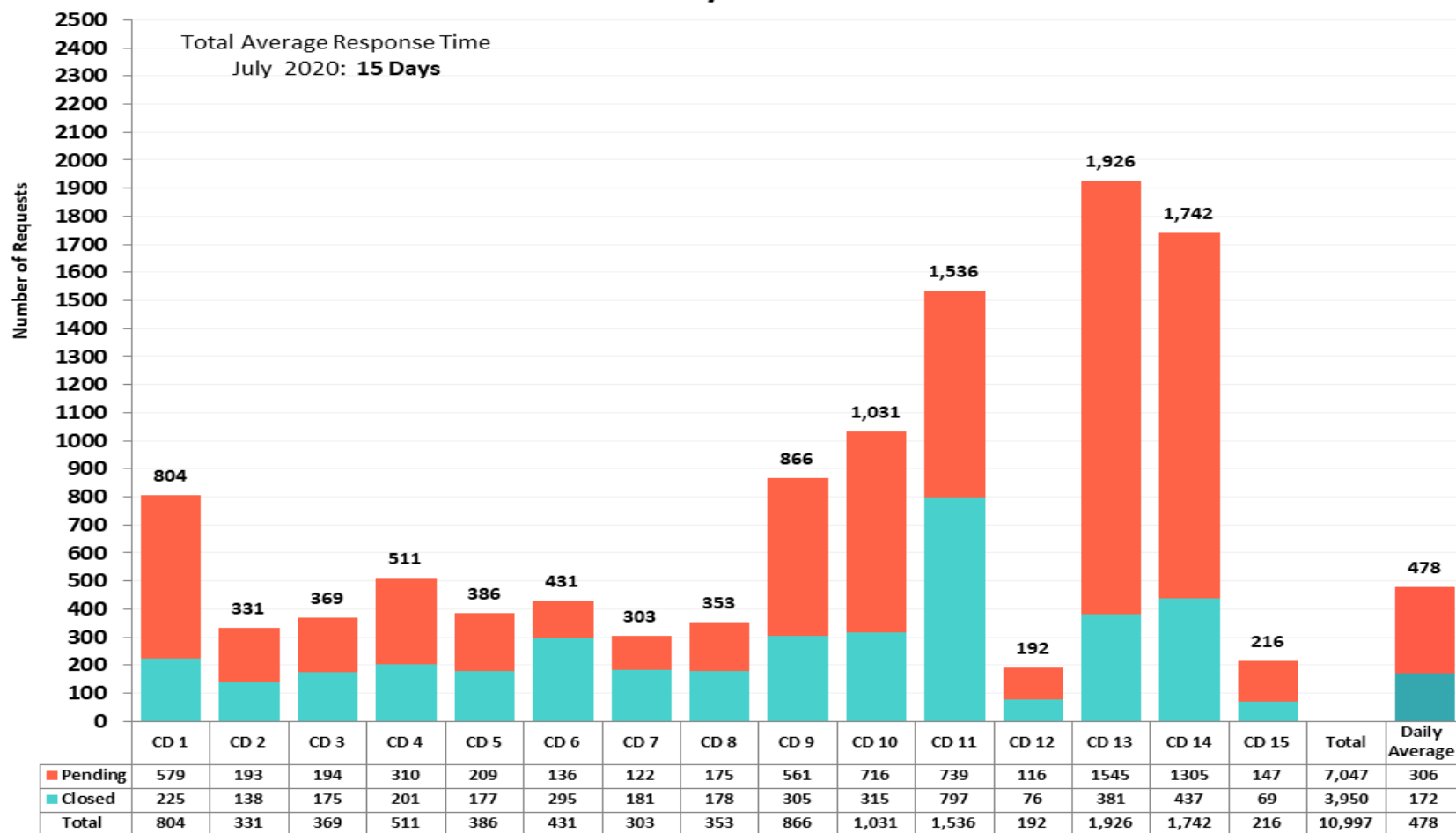
Weekly Snapshot 08/07/20: August CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



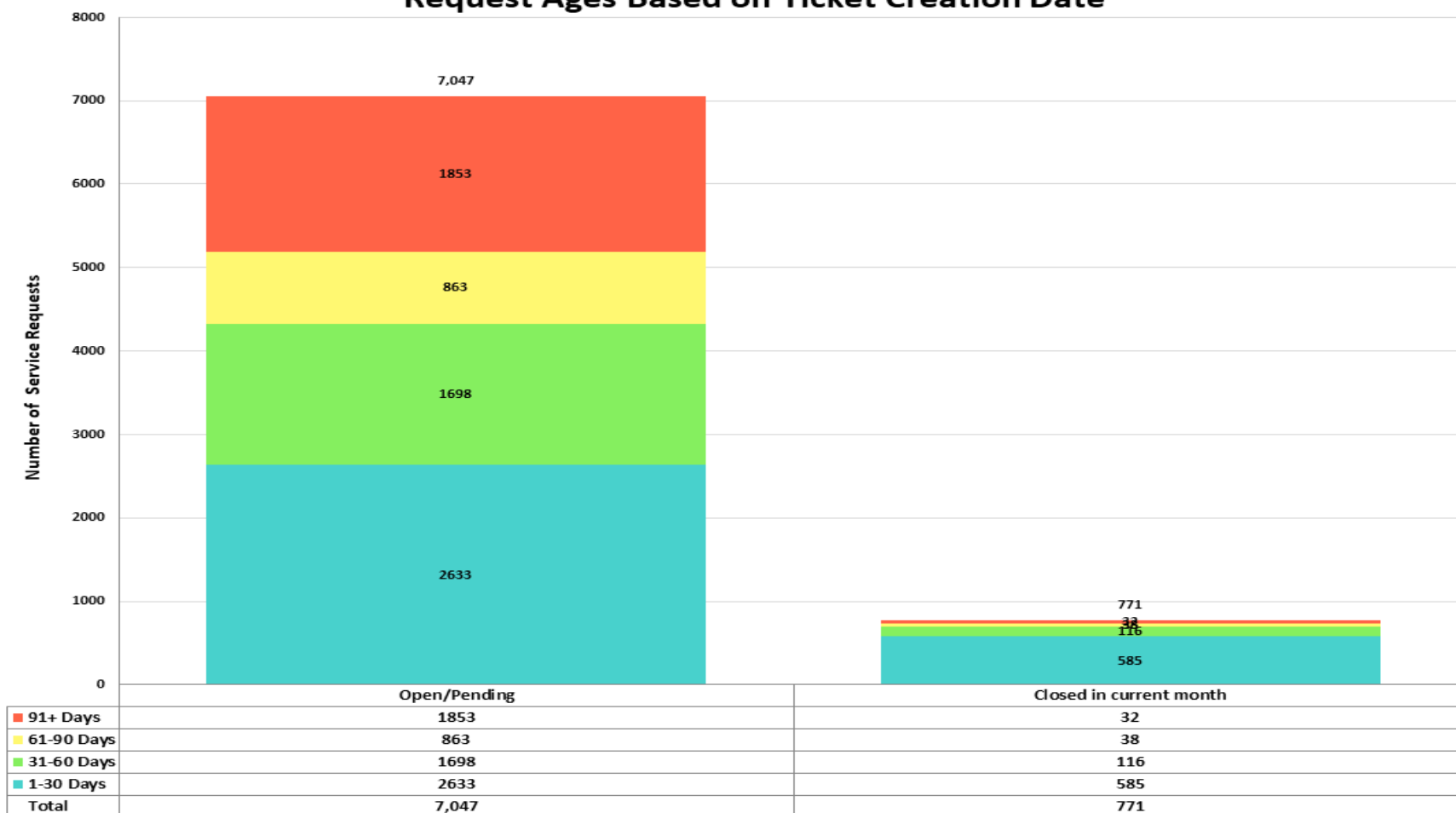
Weekly Snapshot 08/07/20: August CARE Open/Pending Homeless Encampment Service Requests by Council District

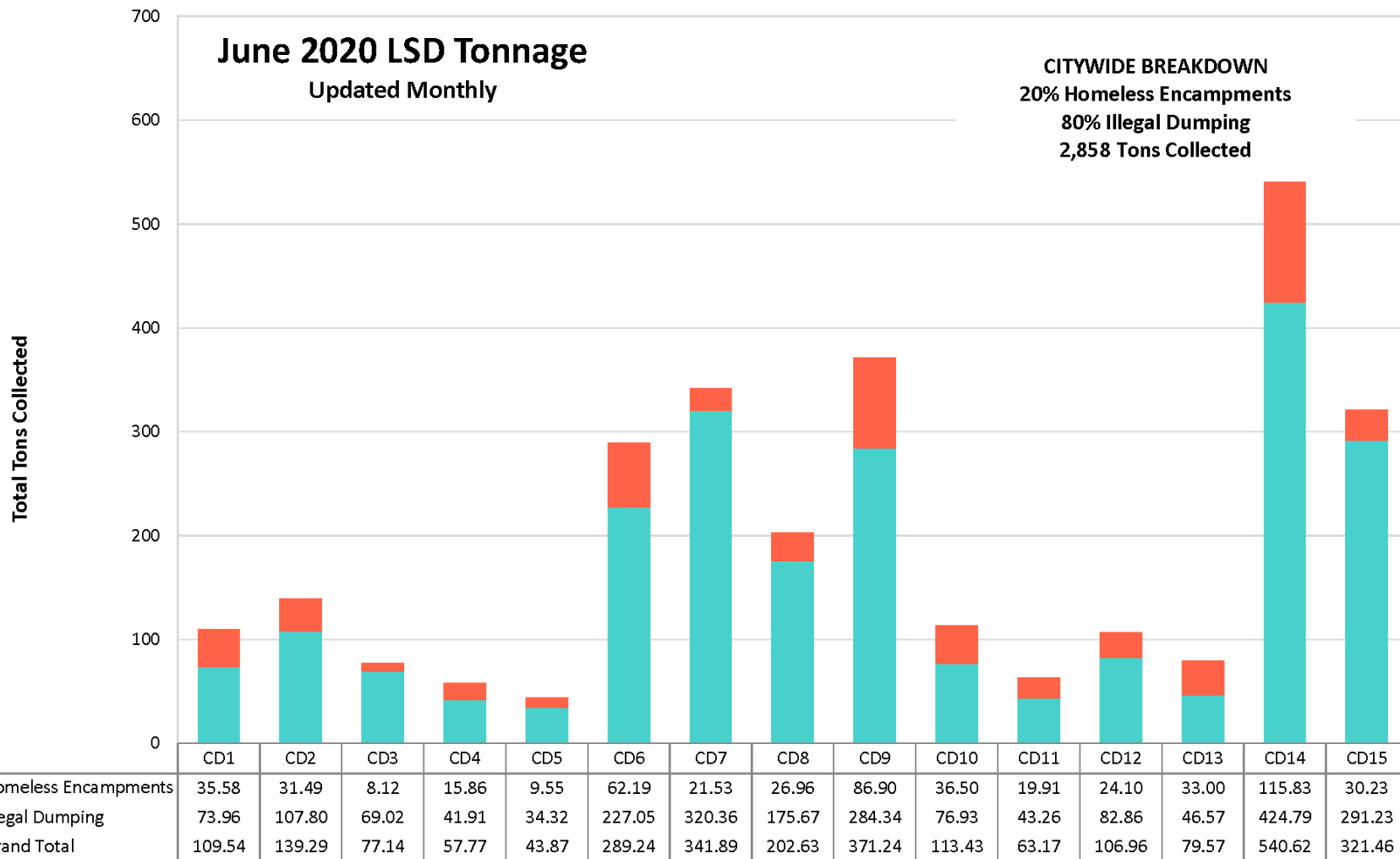


MYLA311: CARE Homeless Encampment Service Request by Council District July 2020

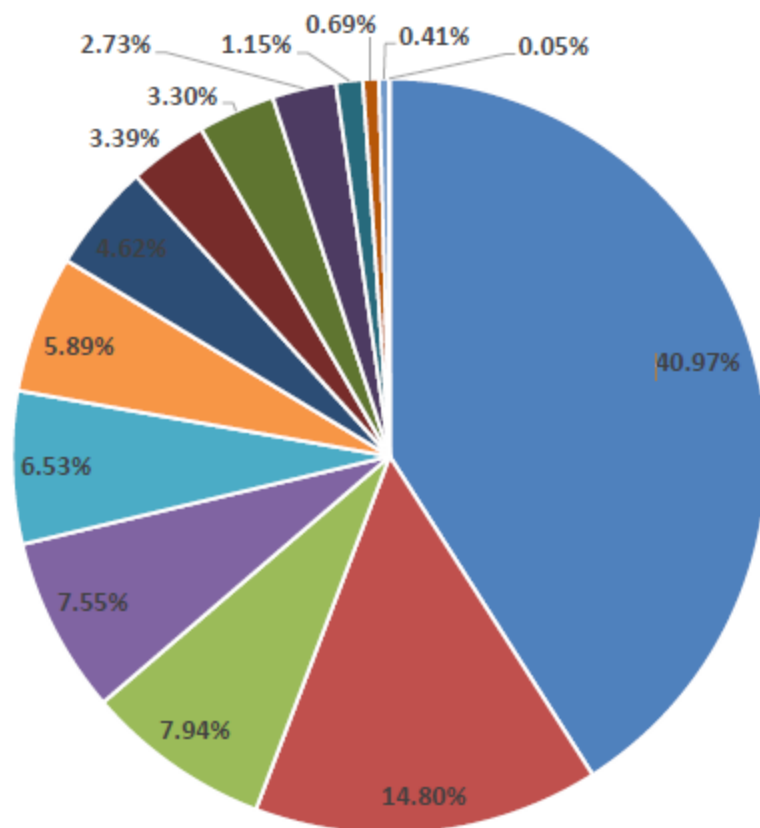


Weekly Snapshot 08/07/20: August CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date





Types of All LASAN Service Requests for August 1-11, 2020

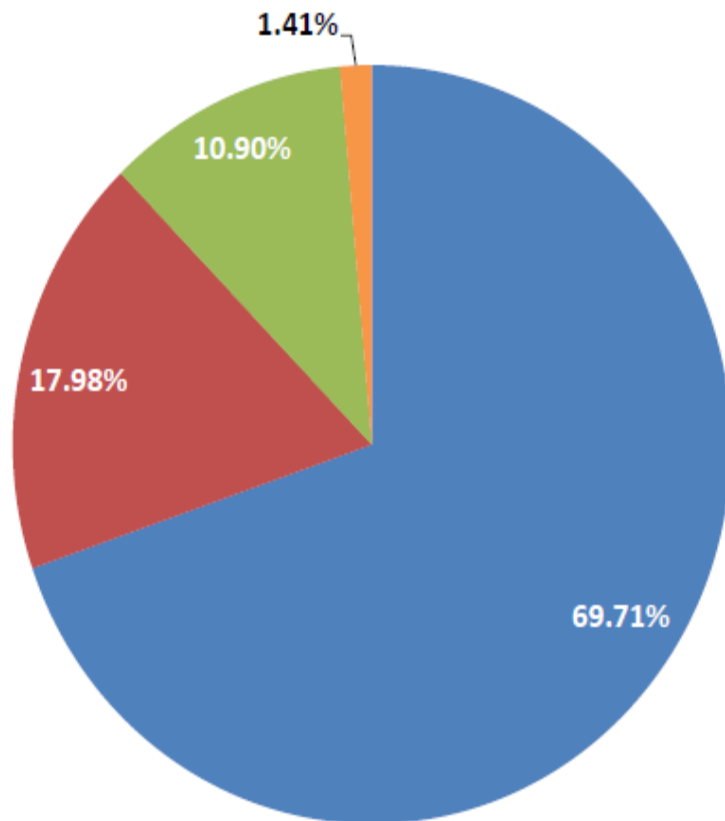


Total Service Requests : 62,840

- Bulky Items-City 25,746 (40.97%)
- Containers 9,298 (14.80%)
- Information Only 4,990 (7.94%)
- Metal/Household Appliances 4,744 (7.55%)
- SNC-RecycLA 4,104 (6.53%)
- Illegal Dumping Pickup 3,699 (5.89%)
- SNC-City 2,903 (4.62%)
- Other LASAN SRs 2,128 (3.39%)
- CARE tickets 2,074 (3.30%)
- Electronic Waste 1,718 (2.73%)
- SR Billing 720 (1.15%)
- RecycLA 431 (0.69%)
- Non-LASAN SRs 255 (0.41%)
- Bulky Items-RecycLA 30 (0.05%)

Source: MyLA 311

Sources of All LASAN Service Requests for August 1-11, 2020



Total Service Requests: 62,840

■ Call 43,806 (69.71%)

■ Mobile App 11,297 (17.98%)

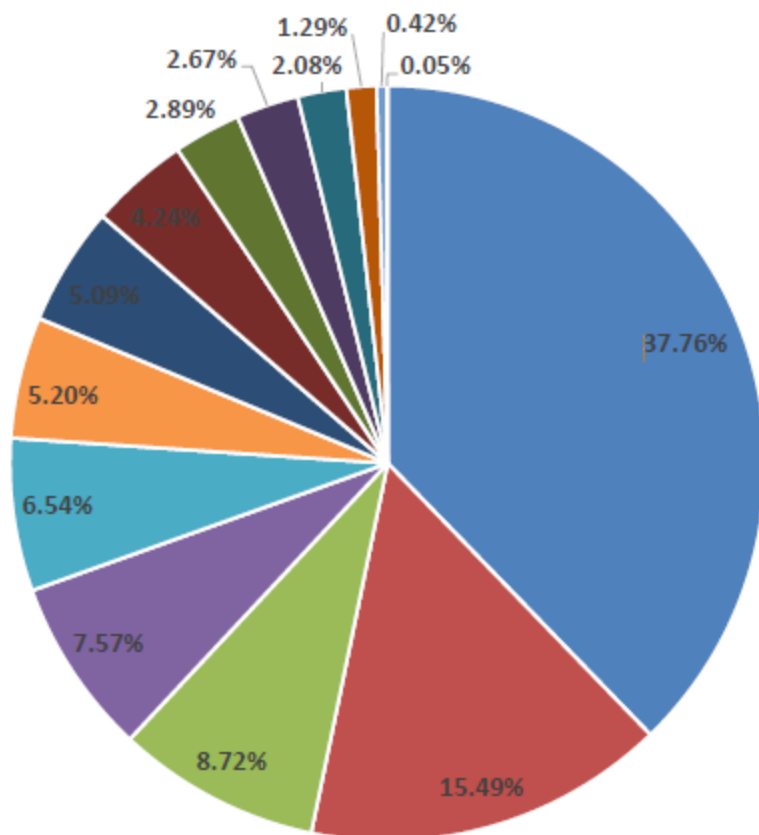
■ Website 6,852 (10.90%)

■ Other 885 (1.41%)

* Customer Care Center Average Wait Time: 12 minutes

Source: MyLA 311, Amazon Connect

Types of All LASAN Service Requests for July 2020

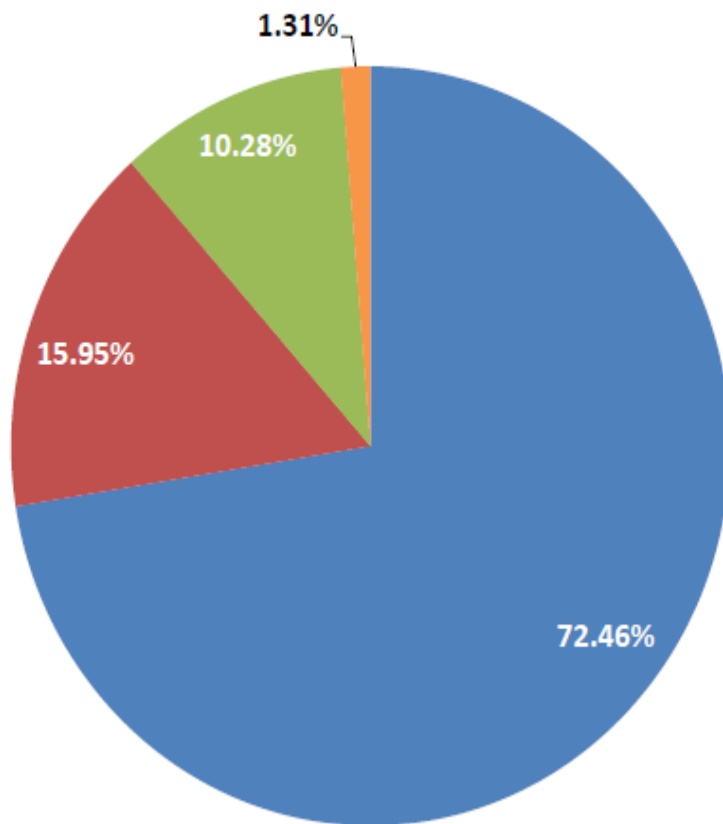


Total Service Requests : 181,913

- Bulky Items-City 68,689 (37.76%)
- Containers 28,180 (15.49%)
- Information Only 15,856 (8.72%)
- Metal/Household Appliances 13,767 (7.57%)
- SNC-RecycLA 11,891 (6.54%)
- SNC-City 9,461 (5.20%)
- Illegal Dumping Pickup 9,265 (5.09%)
- CARE tickets 7,715 (4.24%)
- Other LASAN SRs 5,252 (2.89%)
- Electronic Waste 4,865 (2.67%)
- RecycLA 3,780 (2.08%)
- SR Billing 2,339 (1.29%)
- Non-LASAN SRs 764 (0.42%)
- Bulky Items-RecycLA 89 (0.05%)

Source: MyLA 311

Sources of All LASAN Service Requests for July 2020



Total Service Requests: 181,913

■ Call 131,815 (72.46%)

■ Mobile App 29,022 (15.95%)

■ Website 18,693 (10.28%)

■ Other 2,383 (1.31%)

Source: MyLA 311, Amazon Connect

* Customer Care Center Average Wait Time: 9 minutes